



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

Delaware & Southern New Jersey
Healthcare System
Wilmington VA Medical Center
1601 Kirkwood Highway
Wilmington, DE 19805

IMPORTANT INFORMATION ABOUT YOUR PRESCRIPTION REFILLS

In order to serve those Veterans who require urgent prescriptions and to increase efficiency, prescription **REFILLS** will be **MAILED** from the Veterans Affairs (VA) Consolidated Mail Outpatient Pharmacy (CMOP) facility and no longer picked up from the Wilmington VA Medical Center Outpatient Pharmacy Window.

- **What is the VA CMOP?**

The VA CMOP operation consists of seven highly automated facilities spread across the country to assist local VA Medical Centers in providing seamless filling and delivery of prescriptions to our Veteran patients. The mission of every CMOP is to provide high quality, courteous, timely, and cost effective healthcare to our nation's Veterans.

- *Most of the prescription Veterans receive in the mail already come from CMOP*

- **How quickly will I receive my prescription refills from VA CMOP ?**

2.3 days is the national average time to receive prescription orders from CMOP. *Wilmington Veterans typically receive their orders in about 1.3 business days!*

- **Will the Outpatient Pharmacy still process prescriptions?**

Yes. The Wilmington VA Medical Center Outpatient Pharmacy will still review and process all prescriptions, however priority will be given to Veterans who meet the following criteria for dispensing at the Window:

- Discharged from surgery, outpatient procedure, or an inpatient hospital stay
- Going on Day Pass or Authorized Absence
- Seen in the Emergency Department
- Needing to start a new prescription same day of clinic appointment
- New change in prescription that cannot be accommodated with current supply
- Homeless
- Employees seen by Occupational Health
- Veterans (or caregivers) who wish to receive medication counseling and/or have questions about their prescriptions from the Pharmacist

Other special and/or emergent situations may apply and will be evaluated on a case-by-case basis by the Outpatient Pharmacy Supervisor or designee

- **When will this change happen?**

- Monday, May 6, 2013

- **Will my provider need to do anything different when ordering my prescription refills?**

No. Your provider will still be able to order your prescription refills as they did before however, they will now order them to be mailed from CMOP.

- **Will Veterans/Caregivers need to do anything different to order prescription refills?**

No. Please continue to use one of these convenient options to refill your medications:

- **Call** 302-633-5484 or Toll Free 1-800-450-8262. This is an automated number available 24 hours a day/7 days a week. Please have your social security number and prescription number(s) available.
 - **Online** at the **My HealtheVet** Website (www.myhealth.va.gov). If you're not registered, please stop by My HealtheVet & Patient Education Resource Center, Room 1232 to sign-up.
 - **Drop** refill slips in the "drop box" outside the outpatient pharmacy.
 - **Mail** refill slips to: Wilmington VAMC
 Pharmacy (119)
 1601 Kirkwood Highway
 Wilmington, DE 19805

****Remember**** you may order your next refill as soon as you receive your order in the mail. However to ensure timely delivery, please order your prescription refills at least 10 business days before finishing your prescription.

- **Who can help answer other questions about my prescriptions or this new process?**

- The Wilmington VA Outpatient Pharmacy Staff will be able to answer all of your questions.
 - You may come to the Outpatient Pharmacy – Room 3 or;
 - Call 302-994-2511 ext. 5359 and ask to speak to a Pharmacy Customer Service Representative.

Important: Starting Monday, May 6, 2013 prescription REFILLS will be MAILED